# ICTAP Technical Assistance: 2013 Review and Request for Input Regarding 2014 Offerings

Presented to the Public Safety Communications Advisory Commission

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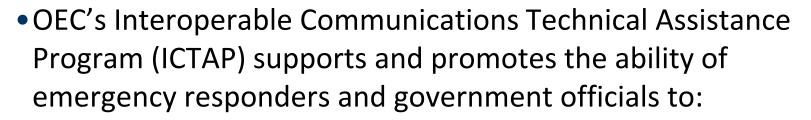
Arizona Statewide Interoperability Coordinator

September 17, 2013



Public Safety Interoperable Communications Office

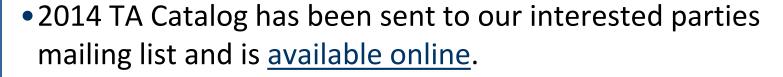
### **Background**





- Communicate in the event of natural disasters, acts of terrorism, or other man-made disasters
- Accelerate, and attain operable and interoperable emergency communications nationwide
- TA requests are submitted annually by the Public Safety Interoperable Communications Office (PSIC) on behalf of State and local agencies.

#### **Guidance**





- Technical assistance must support identified <u>SCIP initiatives</u> and identified gaps
- Each State can apply for up to five (5) TAs
- OEC/ICTAP is prioritizing requests in support of the broadband and SCIP goals for multi-state collaboration and preparedness

### **2013 Technical Assistance**

- Arizona received five TA's in 2013:
  - OP-TTX Coconino County
  - TRG-COMT: NIMS ICS All-Hazards Communications Unit Technician Course (Flagstaff)
  - OP-MCUS: Mobile Communications Unit Support
    - » Concept of Operations Document Complete
    - » Video SOP Development Complete
  - ENG-BRDBND: Outreach, planning, and data collection for Broadband in progress
- In addition, the City of Yuma received assistance through the Border Interoperability Demonstration Project:
  - TIC-FOG: Tactical Interoperable Communications Field Operations Guide Development
  - OP-FE: Communications-Focused Functional Exercise
  - OP-TEPW: Communications-Focused Exercise Workshop
  - SOP-DEV: Standard Operating Procedure (SOP) Development



### **TA Request Timeline**

August 5, 2013: 2013 TA Catalog Released

August 21, 2013: Catalog sent to PSIC Interested Parties List and posted online

<u>September 4, 2013</u>: SIEC Presentation & Request for Feedback

September 10, 2013: Final Comments due to <a href="mailto:psic@azpsic.gov">psic@azpsic.gov</a>

**September 17, 2013**: PSCC Presentation & Request for Feedback

September 23, 2013: Draft TA Request Form submitted to AZDOHS (State SAA) for concurrence

September 27, 2013: Once concurred with by AZDOHS, PSIC submits completed & prioritized FY2013 TA Request to OEC (for 2014 technical assistance)



### **Facilitated Discussion**

- Which assistance requests should be given higher priority?
- Which assistance requests should not be prioritized?
- Which requests could best support your existing 2013-2014 interoperability initiatives?



Technical Assistance Catalog

Department of Homeland Security

Office of Emergency Communications

Version 3.0



Governance is a formalized system that provides a unified approach to decision-making to reflect shared objectives across multiple disciplines and jurisdictions. Strong governance is essential to interoperability because it provides a framework for planning, collaboration and implementation between and among multiple disparate communication systems and stakeholders.

### **GOVERNANCE**

Governance

Individual Agencies Working Independently Informal Coordination Between Agencies Key Multi-Discipline Staff Collaboration on a Regular Basis Regional Committee Working within a Statewide Communications Interoperability Plan Framework

### SCIP Governance Initiatives & Potential TAs

- Expand and Implement Interoperable Voice and Data Communications Governance Model and Plan (Initiative #1), including Annual SCIP Update (1.1); Potential TAs include:
  - GOV-PLAN: Follow-up Statewide Planning Workshop (Pg. 10)

### SCIP Governance Initiatives & Potential TAs (cont.)

- Develop Regional Communications Governance Structures (Initiative #2), including expanding the use of TICPs and CASM (2.1); Potential TAs include:
  - GOV-ASMT: Assessment of Existing Governance Structures (Pg. 6)
  - GOV-GSM: Development of Governance Structure Models (Pg .9) –
     Development of Regional Interoperability Committee (RIC)
  - TIC-FOG: Tactical Interoperable Communications Field Operations Guide Development (Pg. 86) SIEC, Pinal
  - TIC-UPDT: TICP Update Workshop (Pg. 88) Pinal
  - RCES-SCMP Regional Communications Enhancement Support –
     Strategic Communications Migration Plan (SCMP) (formerly RICP)
     (Pg. 93)
  - CASM-IMPORT: Data Import/Update (Pg. 99)

### SCIP Governance Initiatives & Potential TAs (cont.)

- Implement a Strategy for Supporting National Level Goals
   Applicable to Regional, State, Local and Tribal Interoperable
   Communications (Initiative #3); Potential TAs include:
  - -TRG-INT: Principles of Interoperability & the NIFOG (Pg. 30)
  - OP-ASMT: Operational Communications Assessments (Pg. 37)
  - BB-BRBND101: Broadband Overview and Education (Pg. 62)
  - BB-BRBNDGOV: Broadband Governance (Pg.63)
  - BB-BRBNDPLAN: Broadband Planning (Pg. 64)





Formal written guidelines or instructions enable emergency responders to successfully coordinate an incident response across disciplines and jurisdictions. Clear and effective SOPs are essential in the development and deployment of any interoperable communications solution.

## STANDARD OPERATING PROCEDURES

Standard Operating Procedures Individual Agency SOPs

Joint SOPs for Planned Events Joint SOPs for Emergencies Regional Set of Communications SOPs National Incident Management System Integrated SOPs

### **SCIP SOP Initiatives & Potential TAs**

 Establish a PSP Framework and Implement PSPs, including SOPs, for Statewide Interoperable Communications Solutions (Initiative #4); Potential TAs include:



- GOV-COMUPLAN: COMU Planning and Policies (Pg. 7)
- SOP-ASMT: Assessment of Standard Operating Procedure (SOP)/Communications Plans (Pg. 14)
- SOP-DEV: Development of Standard Operating Procedures (SOP) /
   Communications Plans (Pg. 16) ADEM
- OP-MCUS: Mobile Communications Unit Support (Pg. 50)
- TIC-FOG: Tactical Interoperable Communications Field Operations Guide (TICFOG) Development (Pg. 86)



Technology is a critical tool for improving interoperability, but it is not the sole driver of an optimal solution. Successful implementation of data and voice communications technology is supported by strong governance and is highly dependent on effective collaboration and training among participating agencies and jurisdictions.

### **TECHNOLOGY**

Technology

DATA ELEMENTS VOICE ELEMENTS Swap Files Swap Radios Common Applications

Gateway

Custom-Interfaced Applications

**Shared Channels** 

One-Way Standards-Based Sharing

Proprietary Shared System Two-Way Standards-Based Sharing

Standards-Based Shared System

### SCIP Technology Initiatives & Potential TAs

- Enhance & Promote the AIRS Interoperable
   Communications Solution (Initiative #5); No Potential TAs
- Upgrade the Statewide Microwave Backbone Infrastructure to Digital Technology (Initiative #7); No Potential TAs.
- Sustain the State STR (Initiative #8); Potential TAs include:
  - OP-STREMAC: Strategic Technology Reserve Emergency Management Assistance Compact (Pg. 55) ADEM
- Upgrade Operable Communications Systems for State Agencies in Support of Interoperability (Initiative #9); No Potential TAs.

### SCIP Technology Initiatives & Potential TAs (cont.)

 Implement, Enhance and Promote Functional Regional Voice and Data Systems in Support of Interoperable Communications (Initiative #6); Potential TAs include:



- OP-BKUPCOM: Planning for Backup Communications Options (Pg.38)
- ENG-AG: Audio Gateway Information and Training (Pg. 69)
- ENG-DS: Data Systems Interoperability (Pg. 72)
- ENG-MIG: LMR System Migration (Pg. 74)
- ENG-P25W: P25 Land Mobile Radio Workshop (Pg. 78)
- ENG-RP: Radio Programming and Training (Pg. 79)
- ENG-SYS: LMR System Analysis (Pg. 83)





Implementing effective training and exercise programs is essential for ensuring that technology actually works as planned and that responders are able to show that they can effectively communicate using that technology.

### **TRAINING & EXERCISES**

Training & Exercises General
Orientation on
Equipment and
Applications

Single Agency Tabletop Exercises for Key Field and Support Staff Multi-Agency Tabletop Exercises for Key Field and Support Staff Multi-Agency Full Functional Exercises Involving All Staff

Regular Comprehensive Regionwide Training and Exercises

### **SCIP Training Initiatives & Potential TAs**

- Develop & Implement a Training Plan to Address Interoperable Communications (Initiative #10); including implement the COML / COMT Training Program (10.4, 10.5); Potential TAs include:
  - TRG-AUXCOMM: Auxiliary Communications Workshop (Pg. 19)
  - TRG-COML: All-Hazards Communications Unit Leader Course (Pg. 21) Yuma
  - TRG-COMT: All-Hazards Communications Unit Technician (COMT)
     Course (Pg. 25)
  - TRG-COMT TTT: Communications Unit Technician Train-The-Trainer Course (Pg. 27) SIEC

Note: We are planning up to five more COML courses and one more COMT course in 2014 funded by federal grants.

### **SCIP Exercise Initiatives & Potential TAs**

- Develop and Implement a Strategy for Exercises Focused on or Incorporating Interoperable Communications (Initiative #11); Potential TAs include:
  - OP-COMLEX: All-Hazards Communications Unit Leader Exercise (Pg. 39)
    - » 9 COMLs / Day
  - OP-COMMEX: Communications Unit Exercise (Pg. 40) SIEC, ADEM
    - » 6 COMLs and 6 COMTs / Day
  - OP-EXDESIGN: Communications—Focused Exercise Design (Pg. 42)
  - OP-EXTTX: Comm-Focused Executive Tabletop Exercise (Pg. 43)
  - OP-TEPW: Training and Exercise Plan (T&EP) Workshop (Pg. 57)
  - OP-TTX: Communications-Focused Tabletop Exercise (TX) (Pg. 59)





Usage refers to how often interoperable communications technologies are used. Local agencies rely on interoperable equipment for day-to-day situations and emergencies. Success in this element is contingent upon progress and interplay among the other four elements on the Interoperability Continuum.

### **USAGE**

Usage

**Planned Events** 

Localized Emergency Incidents

Regional Incident Management Daily Use Throughout Region

### SCIP Outreach & Usage Initiatives & Potential TAs & Special Offerings

- Create & Implement Educ. & Outreach Plan (Initiative #12) –
   No Potential TAs
- Special Offerings; Potential TAs include:
  - SPCL-PRJMGMT: Public Safety Communications Project Management (Pg. 71)
  - SPCL-TRBL: Native American Public Safety Communications Needs (Pg. 72)

### **Public Feedback**



- Statewide TIC-FOG Development
- COMT Train-the-Trainer course
- Communications Unit Exercise
- Specific Agency Requests:
  - All-Hazards Communications Unit Leader (COML) Course Yuma / Southern RAC
  - Tactical Interoperable Communications Plan (TICP) Update Pinal County
  - Tactical Interoperable Communications Field Operators Guide (TIC-FOG) Pinal County
  - SOP Development State Communications, Alert and Notifications Plan -ADEM
  - OP-STREMAC: Strategic Technology Reserve Emergency Management Assistance Compact - ADEM



### **Public Feedback (cont.)**

- TA Options that stakeholders felt would be beneficial:
  - OP-ASMT: Operational Communications Assessments
  - ENG-P25W: P25 Land Mobile Radio Workshop
  - ENG-RP: Radio Programming and Training
  - TRG-AUXCOMM: Auxiliary Communications Workshop
  - OP-COMMEX: Communications Unit Exercise
  - OP-COMLEX: All-Hazards Communications Unit Leader Exercise
- General Public Feedback:
  - Assistance requests for broadband governance, education or planning should be given the lowest priority.
  - Assistance requests that support technology and training inititives should be given the highest priority.



#### **Discussion**

- Which SCIP strategic initiatives should be prioritized?
- Which assistance requests should be given higher priority?
- Which assistance requests should not be prioritized?
- Are there specific gaps that can be addressed utilizing a TA?



### **Next Steps**

September 23, 2013: Draft TA Request Form submitted to AZDOHS (State SAA) for concurrence



September 27, 2013: Once concurred with by AZDOHS, PSIC submits completed & prioritized TA Request to OEC

Initial TA award notifications expected to be received from OEC in early October with follow up awards occurring in 2014.



### Thank You!

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